

THOMPSON et al.  
Serial No. 09/723,319

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Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in this application.

Listing of Claims:

Claim 1 (Currently Amended): A resource management system comprising:  
a work plan builder module configured to build work plans for workers; said work plan builder module being configured to allow each worker to specify, for each of a plurality of different time periods during each of one or more workdays, one of a plurality of different activities that the worker plans to perform during that time period, wherein said work plan builder module is configured to permit each worker to specify two or more different work activities that the worker plans to perform during different time periods of the same workday;  
and  
a computer-accessible memory for storing the work plans built by said work plan builder module; and  
a forecast module for comparing a service level forecasted to be needed for different work activities and a service level corresponding to the workers that plan to engage in these different work activities as specified in the work plans and permitting changes to the work activities specified in the work plans for one or more workers based on the comparing.

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Claim 2 (Previously Presented): The resource management system according to claim 1, wherein the different work activities include answering telephone calls, answering electronic mail messages and answering regular mail messages.

Claim 3 (Previously Presented): The resource management system according to claim 2, wherein the plurality of different activities includes vacation time.

Claim 4 (Original): The resource management system according to claim 3, wherein the work plan builder module is configured to selectively communicate to each worker data indicative of the vacation time remaining for that worker.

Claim 5 (Previously Presented): The resource management system according to claim 2, wherein the plurality of different activities includes sick time.

Claim 6 (Original): The resource management system according to claim 5, wherein the work plan builder module is configured to selectively communicate to each worker data indicative of the sick time remaining for that worker.

Claim 7 (Original): The resource management system according to claim 1, wherein the memory is part of a system server computer and the work plan module is a client process executed on a computer located remotely with respect to the system server computer.

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Claim 8 (Previously Presented): The resource management system according to claim 1, wherein said work plan builder module is configured to generate and send messages to workers that do not specify a plan by a work plan deadline.

Claim 9 (Original): The resource management system according to claim 1, further comprising:

a supervision module configured to access the work plans stored in said memory and to allow review of the work plans by supervisors.

Claim 10 (Original): The resource management system according to claim 9, wherein the supervision module is configured to communicate data indicative of all workers that plan to perform a particular activity during a particular time period.

Claim 11 (Original): The resource management system according to claim 9, wherein the supervision module is configured to communicate data indicative of total amounts of time that workers plan to perform particular activities.

Claim 12 (Canceled).

Claim 13 (Currently Amended): The resource management system according to claim 1, wherein said forecast module is configured to generate a graphical display indicative of the comparison of the work plans and the forecasted needs.

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Claim 14 (Currently Amended): A method of managing resources comprising:  
receiving from each of a plurality of workers a work plan in which the worker specifies,  
for each of a plurality of different time periods during each of one or more workdays, one of a  
plurality of different activities that the worker plans to perform during that time period, wherein  
the work plan for at least one of the workers specifies two or more different work activities that  
the at least one worker plans to perform during different time periods of the same workday;  
storing in a computer-accessible memory the received work plans; and  
comparing a service level forecasted to be needed for different work activities and a  
service level corresponding to the workers that plan to engage in these different work activities  
as specified in the work plans; and  
changing the work activities specified in the work plans for one or more workers based  
on the comparing using the stored work plans to generate work schedules for the workers.

Claims 15 and 16 (Canceled).

Claim 17 (Previously Presented): The resource management system according to  
claim 1, wherein:

the workers specify activities for the time periods via an interface comprising cells  
arranged in rows and columns, each cell representing a particular time period for a particular  
workday.

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Claim 18 (Previously Presented): The method according to claim 14, wherein each worker specifies activities for the time periods via an interface comprising cells arranged in rows and columns, each cell representing a particular time period for a particular workday.

Claim 19 (Currently Amended): Computer-readable storage having stored thereon one or more computer-executable modules for a resource management system, the one or more computer-executable modules including a work plan builder module for enabling workers to build their own work plans for one or more workdays and a forecast module for comparing a service level forecasted to be needed for different work activities and a service level corresponding to the workers that plan to engage in these different work activities as specified in the work plans, wherein the work plan builder module is being configured to allow each worker to specify two or more different work activities to engage in during different time periods of the same workday and the forecast module permits changes to the work activities specified in the work plans for one or more workers based on the comparing.

Claim 20 (Previously Presented): The computer-readable storage according to claim 19, wherein each worker specifies activities for the time periods via an interface comprising cells arranged in rows and columns, each cell representing a particular time period for a particular workday.

Claim 21 (Previously Presented): The computer-readable storage according to claim 19, wherein the work plan builder is configured to allow each worker to further specify vacation time and sick time.

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Claim 22 (Previously Presented): The computer-readable storage according to claim 19, wherein the work activities comprise answering telephone calls, answering electronic mail messages and answering regular mail messages.

Claim 23 (Previously Presented): The computer-readable storage according to claim 21, wherein the work plan builder module is configured to selectively communicate to each worker data indicative of the vacation time available for that worker.

Claim 24 (Previously Presented): The computer-readable storage according to claim 21, wherein the work plan builder module is configured to selectively communicate to each worker data indicative of the sick time available for that worker.

Claim 25 (Previously Presented): The computer-readable storage according to claim 19, wherein the work plan builder module enables each worker to generate a default work plan that specifies, for each of a plurality of different time periods during each of one or more workdays, one of a plurality of different activities that the worker plans to engage in during that time period and to generate a new work plan by modifying the default work plan.

Claim 26 (Previously Presented): The computer-readable storage according to claim 19, being configured for remote access by the workers over a communication network.

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Claim 27 (Previously Presented): The computer-readable storage according to claim 26, wherein the remote access is via a wireless communication device.

Claim 28 (Previously Presented): The computer-readable storage according to claim 26, wherein the remote access is via a kiosk accessible to a plurality of workers.

Claim 29 (Previously Presented): The computer-readable storage according to claim 26, wherein the remote access is via a hand-held computing device.

Claim 30 (Previously Presented): The computer-readable storage according to claim 19, wherein the one or more computer-executable modules further include a real-time status module for providing real-time statistics regarding activities that the workers are currently engaged in.

Claim 31 (Canceled).

Claim 32 (Currently Amended): The computer-readable storage according to claim 19 ~~31~~, wherein the work force forecast module is configured to generate a graphical display indicative of the comparison.

Claim 33 (Previously Presented): The computer-readable storage according to claim 19, wherein the one or more computer-executable modules further include a supervision module

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for permitting one or more of viewing, updating and approving of the work plans of the workers by a supervisor.

Claim 34 (Previously Presented): The computer-readable storage according to claim 33, wherein the supervision module enables the supervisor to enter work plans for one or more workers.

Claim 35 (Previously Presented): The computer-readable storage according to claim 33, wherein the supervision module is configured to provide one or more displays indicative of all workers that plan to perform a particular activity during a particular time period.

Claim 36 (Previously Presented): The computer-readable storage according to claim 33, wherein the supervision module is configured to provide one or more displays indicative of total amounts of time that each worker plans to perform particular activities.

Claim 37 (Previously Presented): The computer-readable storage according to claim 19, wherein the one or more computer-executable modules further include a current day activity monitor module for providing a real-time comparison between a service level corresponding to current real-time work activities and a service level provided by those workers engaged in these work activities during the current time period.



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Claim 38 (Previously Presented): The computer-readable storage according to claim 37, wherein the current day activity module is configured to generate one or more graphical displays indicative of the comparison.

Claim 39 (Previously Presented): The computer-readable storage according to claim 37, wherein the current day activity monitor module is configured to determine when a difference between the service level corresponding to current real-time work activities and the service level provided by those workers engaged in these work activities during the current time period exceeds a predetermined level.

Claim 40 (Previously Presented): The computer-readable storage according to claim 39, wherein the current day activity monitor module is further configured to automatically perform one or more actions if the difference exceeds the predetermined level.

Claim 41 (Previously Presented): The computer-readable storage according to claim 40, wherein the one or more actions includes instructing one or more workers to change the activity in which these workers are currently engaged.

Claim 42 (Previously Presented): A resource management system comprising computer-readable storage according to claim 19.

Claim 43 (Currently Amended): A method of managing resources, comprising:

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receiving from each of one or more workers a work plan in which the worker specifies a first work activity for a first time period during a workday and a second different work activity for a second different time period during the same workday;

comparing a service level forecasted to be needed for different work activities and a service level corresponding to the workers that plan to engage in these different work activities as specified in the work plans; and

changing the work activities specified in the work plans for one or more workers based on the comparing ~~generating a work schedule for the workers based on the work plans received from the workers.~~

Claims 44 and 45 (Canceled).

Claim 46 (Previously Presented): The method according to claim 43, wherein the work plan is received over a communication network from a computer device configured to provide a display comprising cells arranged in rows and columns, each cell representing a particular time period for a particular workday.